CAPS Document Generation Error Information

This document is intended to help workers understand the most common DocGen errors that may be encountered.

The DocGen system is distributed across three servers. A Web Server maintained by DPHHS, an Oracle Server maintained by DPHHS and a Mainframe Server maintained by ITSD. Each of these three servers has scheduled maintenance and downtime for the various software components and database(s) they run.

How to use DocGen

For information on how to use DocGen, make sure you check out the CAPS Training Website. There is a link for "Documentation" in the left frame. This link takes you to a page that displays several training guides. Basic docgen information can be found in the "Maintenance" section of these training guides. The Training Website URL is: https://dphhs.mt.gov/sevp/caps/index.htm

Software Requirements

The system is best viewed with Internet Explorer 6.0 and Acrobat Reader 6.0 or newer. We have found that Acrobat Reader 5.0, Internet Explorer 5.5 and other browsers also seem to work, but the pages will not look or function exactly the same. If you are not using Internet Explorer 6.0 or newer and Acrobat Reader 6.0 or newer, please contact your local network support person to have the proper software installed. The CAPS Help Desk does not support non-standard browsers and older software.

JavaScript

JavaScript is a required component. DPHHS machines come with JavaScript enabled. If you choose to disable JavaScript, DocGen will not function properly. Contact the DPHHS Technology Services Center at 444-9500 or dphhstech@mt.gov to check or correct your JavaScript settings.

Errors and problems

The CAPS Help Desk should always be notified of errors and problems that are encountered during regular business hours (M-F between 7:30 AM and 5:30 PM. Contact the Help Desk at 444-4125, 800-285-2361 or HHSNGCHelpDesk@mt.gov. The CAPS Help Desk will open a ticket, determine where the problem is and work with the appropriate group or agency to resolve the issue.

Getting Started 1

The DocGen URL is: https://js.hhs.mt.gov:8443/CAPSDocGen/authenticate
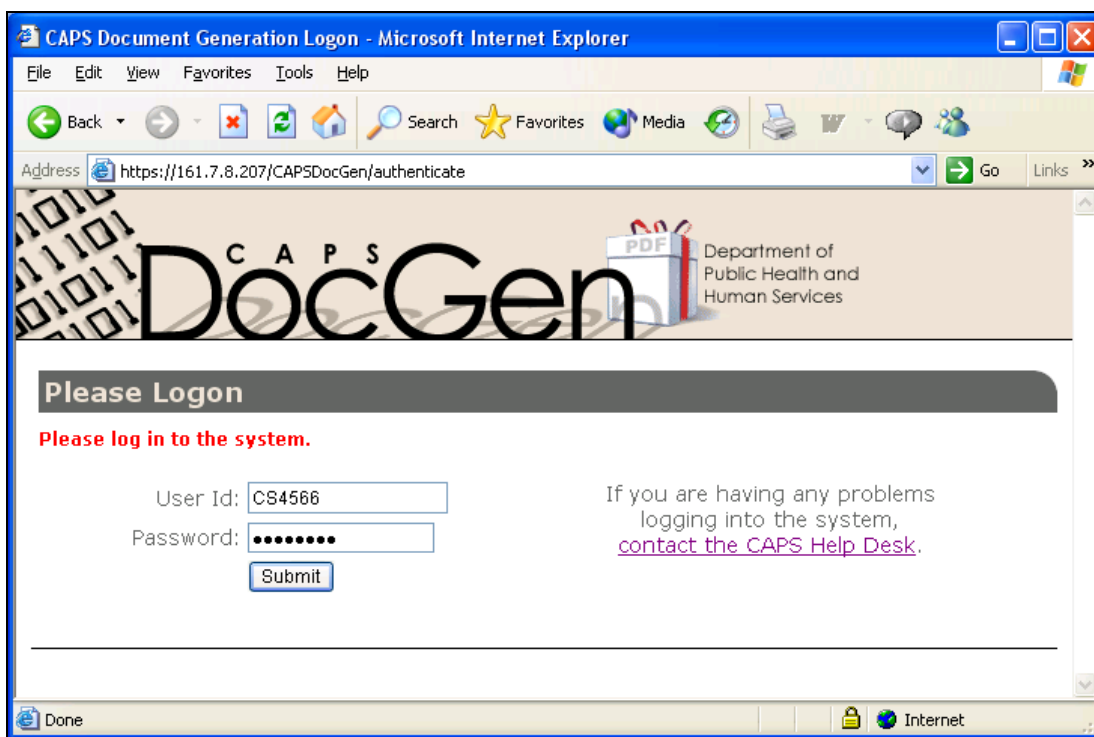
If you can get to the Logon screen we know:
1) Your PC has connectivity with the DPHHS Web Server.
2) The DPHHS Web Server is up and running.
3) The DocGen application is up and running.

If you can not get to the above Logon screen, try the following:
A) See if you can get to state web site at: http://mt.gov
   If you can get to the mt.gov site, we know that your PC, browser and at least parts of the network are functional.
B) Next, try: http://oraweb.hhs.mt.gov   If you can get to this site, we know that the network connection to the Sander's building is functional.
C) Finally, try: http://161.7.3.69/   If you can get to this site, we know that the DPHHS web server is up and running.

If you are unable to get to any of the web sites listed in A, B or C then you most likely have an issue that the CAPS Help Desk is not authorized to help you with. You should contact the DPHHS Technology Services Center at dphhstech@mt.gov or 444-9500. Be sure to let them know which of the above three web sites you can get to and which ones you can't get to.

If you can get to all three of the above web sites, but not DocGen, contact the CAPS Help Desk.
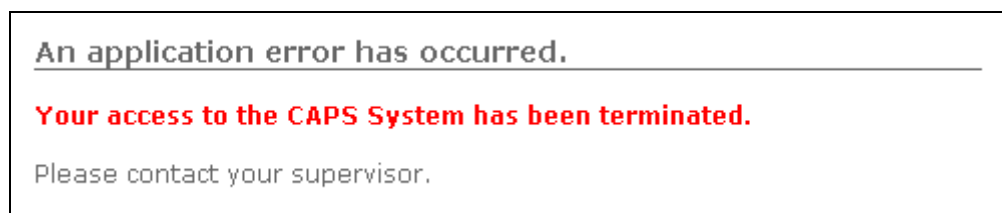
Getting Started 2

Once you get logged in you should see the Welcome screen with your name:
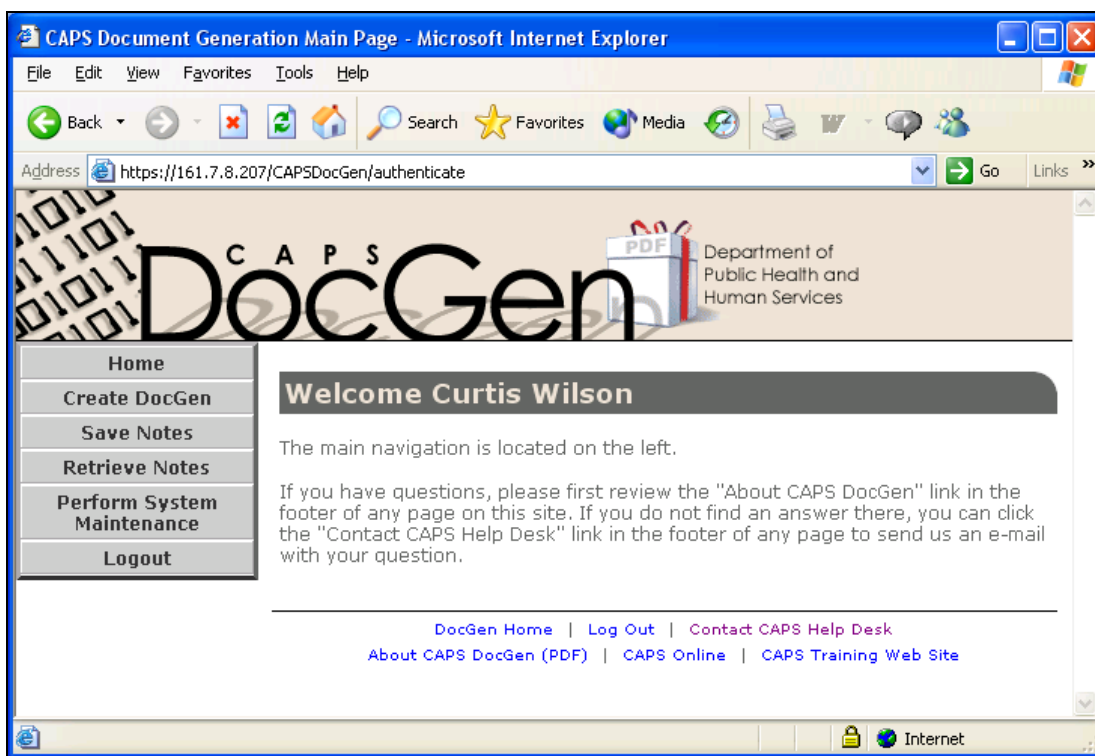
If you get to the welcome screen we know that the DPHHS Web Server is communicating successfully with the ITSD Enterprise Server (Mainframe).

There are several reasons you may not get the welcome screen when you enter your User Id and password. Some error messages will indicate a contact or action you can take to resolve the problem yourself.
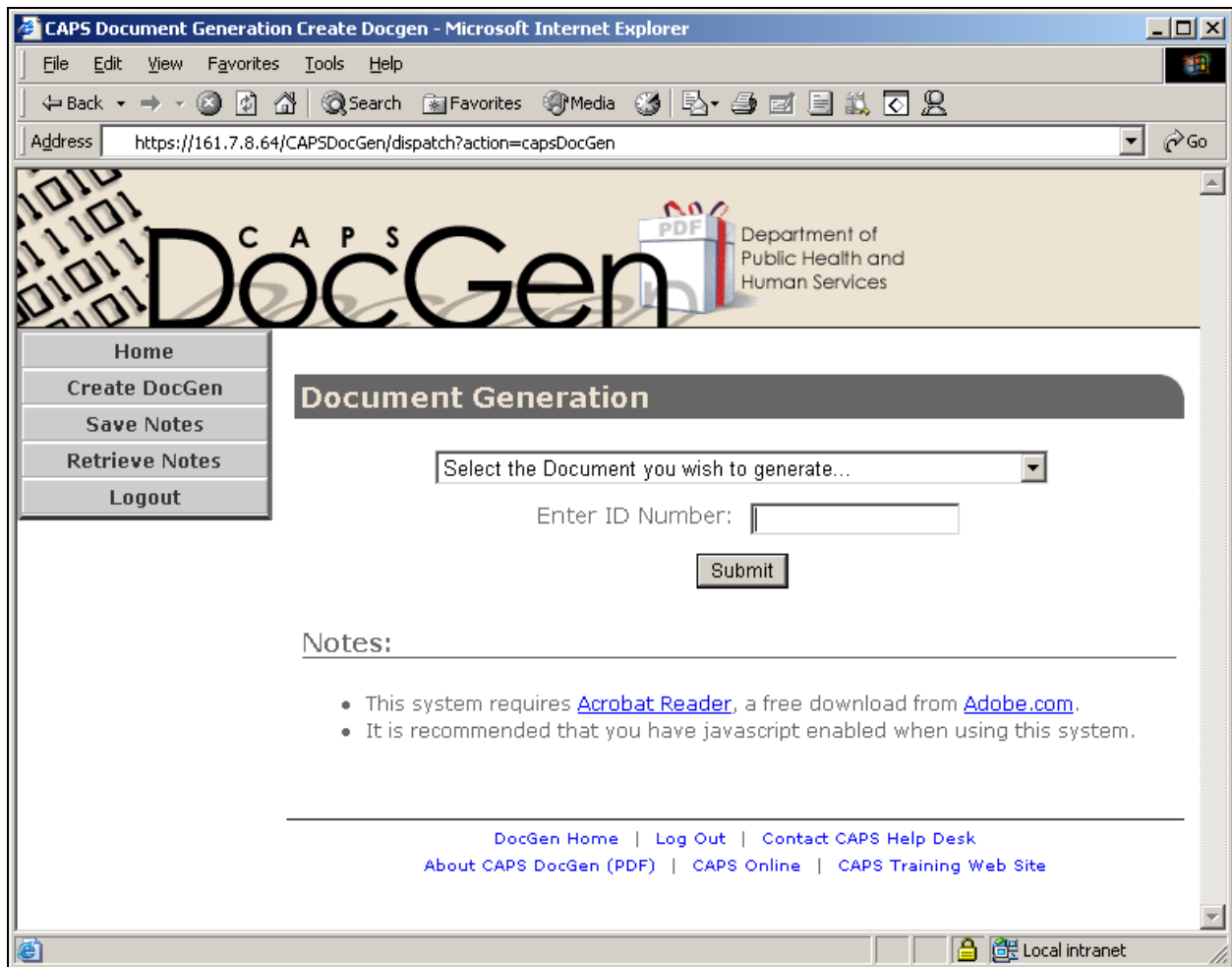

Other messages might be less meaningful to you, but will be very useful for technical personnel. Messages such as the example below should be sent to the Help Desk.

Getting Started 3

After you get logged in, click once on the "Create DocGen" button and the following screen should be displayed:


If you get to the "Document Generation" screen we know that the DPHHS Web Server is successfully communicating with the DPHHS Oracle Server.

At this point you know that all three servers are running and communicating correctly with each other. Any errors that you experience after this point MUST be directed to the CAPS Help Desk in order to avoid delays.

The rest of this document is dedicated to error messages you may encounter.

System Maintenance
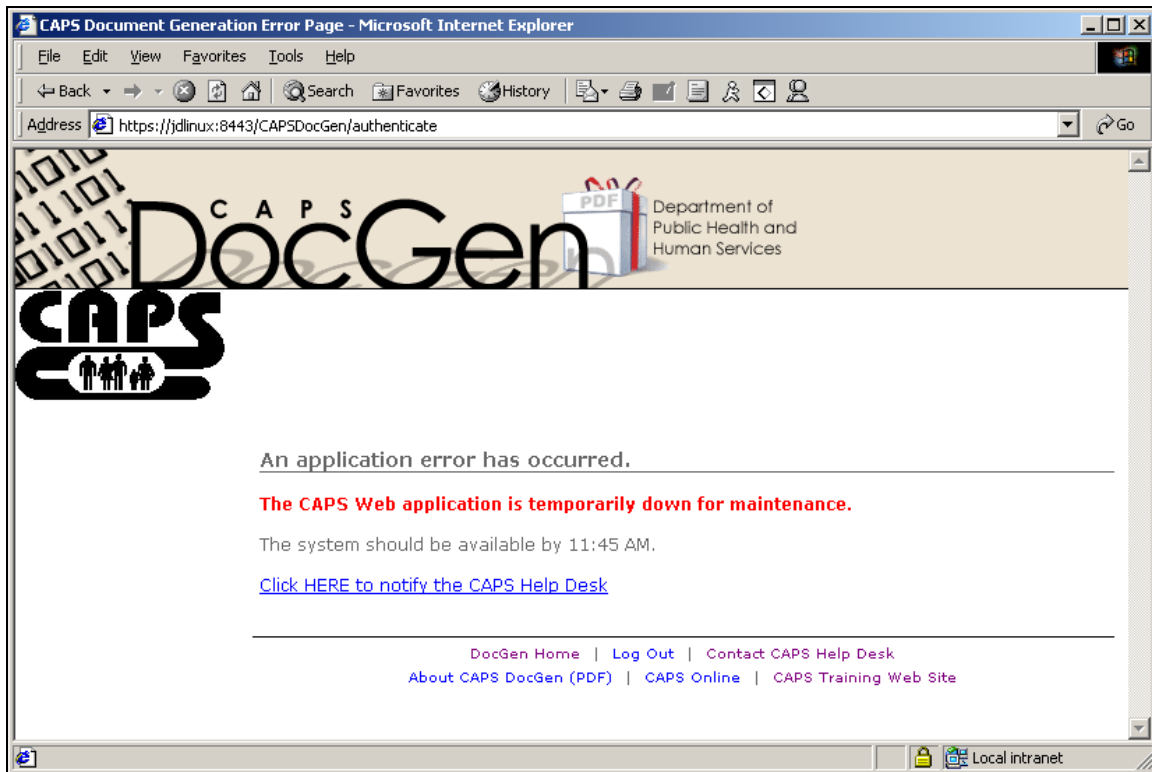
We will occasionally take the system down for maintenance in the middle of the day. When this is the case there will be a message indicating when we expect the system to be available again.

Mike Earley or Margaret Jennings-Jeffrey will send out a notice anytime there is a planned outage. As a general rule, server maintenance is performed during off hours in order to impact the fewest number of people.

If this screen is displayed, there is no need to notify anyone. We are aware of the problem and are working to fix it. If the system is still not available after the specified time, you may contact the CAPS Help Desk for an update.

Regularly Scheduled Maintenance Times

The time periods identified below show the most common maintenance times when you can expect CAPS and/or DocGen to be unavailable or when some of the system errors occur due to maintenance activities being performed.

6:00 PM Weekdays – CAPS Nightly Batch Processing
> All users are closed out of CAPS at 6:00PM as the Mainframe Server prepares to process the nightly batch jobs. Users may log in again within 5-10 minutes, but they will have limited update abilities. Nightly batch processing can last for several hours but it is generally finished by 8:00PM.
> ***DocGen will remain available during this period.***

Midnight Weekdays – Database Backups on the Oracle Server
> HOT Backups – A hot backup is when the Oracle systems remain running and an incremental backup is performed. This generally takes 60 minutes and you may notice a slow response time.
> ***DocGen will remain available during this period.***

Midnight Sundays – Database Backups on the Oracle Server
> COLD Backups – A cold backup is when all Oracle systems are shut down and a complete backup is performed. This generally takes 60 minutes.
> ***DocGen is not available during this period.***

2:00 AM Weekdays – Database Backups on the Mainframe Server
> Backups on the Mainframe Server generally last 30 to 60 minutes.
> ***DocGen is not available during this period.***

3:00 AM Wednesdays – CICS Maintenance on the Mainframe Server
> The CICS regions on the Mainframe Server are unavailable for approximately 30 minutes.
> CICS maintenance is only scheduled on Wednesdays, but may occur on other nights at ITSD's discretion.
> ***DocGen is not available during this period.***

5:00 AM Fridays – DPHHS Server Maintenance
> Both DPHHS servers have various system maintenance tasks that are scheduled to run Friday mornings between 5:00 AM and 6:00 AM. Some tasks may slow the system down and other tasks may shut down DocGen. The tasks vary and do not occur every week. If you happen to get closed out of DocGen during this time, please wait at least 20 minutes before attempting to log in again.

When ITSD has planned outages, they put notices on the mainframe and they send out e-mail messages. Users should read these messages and be aware of other times when they may be unable to use CAPS or DocGen.

Proxy Error
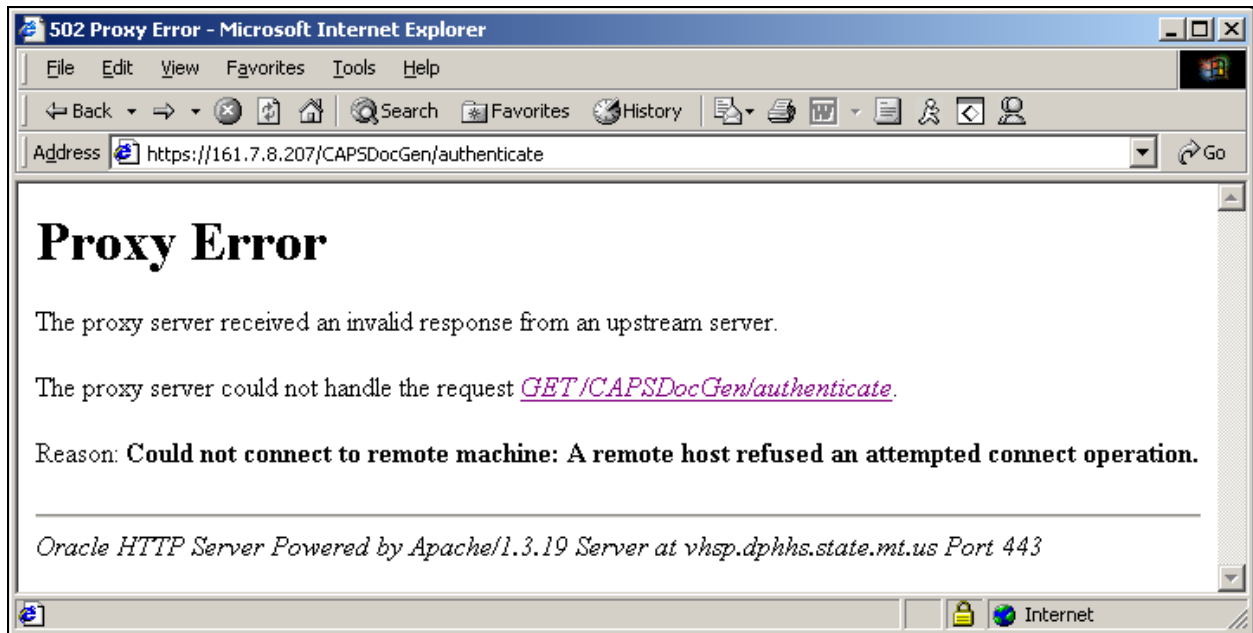
The most common reason you would get a Proxy Error is when the DPHHS Web Server is down or very busy.

A quick and easy way to find out if the DPHHS Web Server is down is to check and see if the DPHHS home page is available. If the DPHHS home page is not running then there is a good chance that the entire server is having problems and DocGen will be unavailable as well.
The URL for the DPHHS home page is: http://www.dphhs.mt.gov/

If you can get to the DPHHS home page, but can't get to DocGen then there is a problem that should be reported. Please contact the CAPS Help Desk or the DPHHS Technology Services Center.

HTTP Status 404
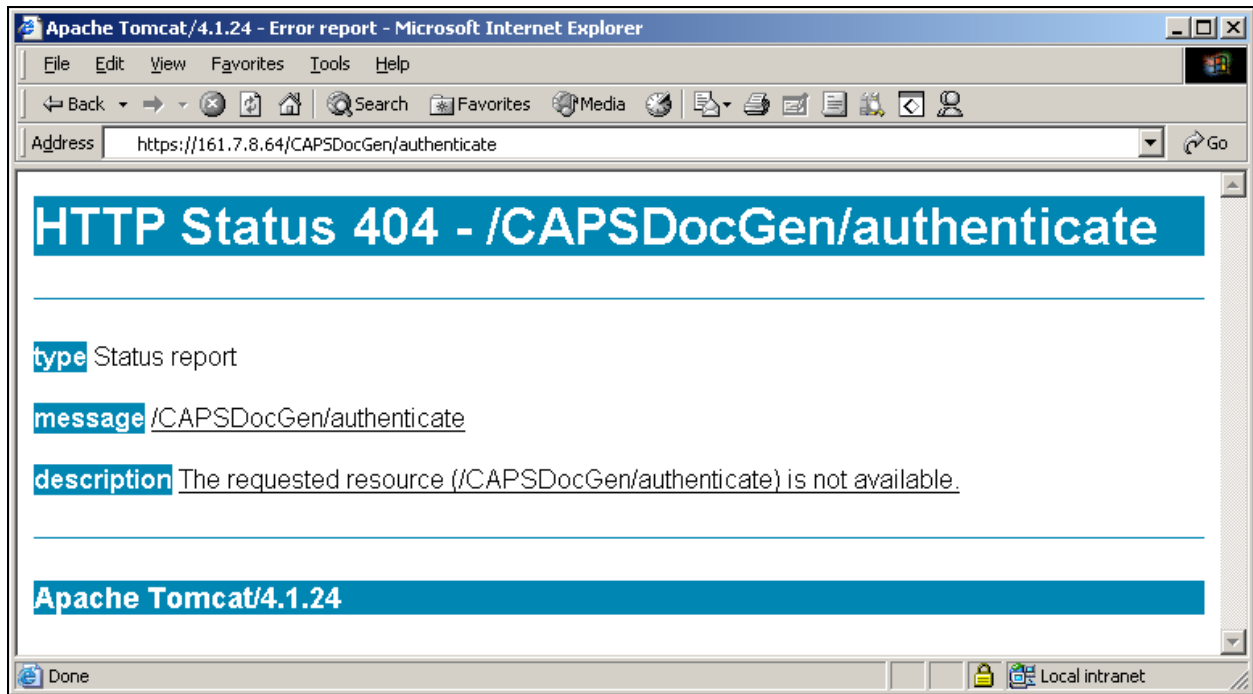
You will get this error when the DPHHS Web Server is running, but the DocGen application has not been started. This occasionally happens when the server has to be rebooted in the middle of the day.

You can notify the CAPS Help Desk or the DPHHS Technology Services Center and ask them to "Start the CAPS DocGen application on the Apache Web Server".

Repository Exception
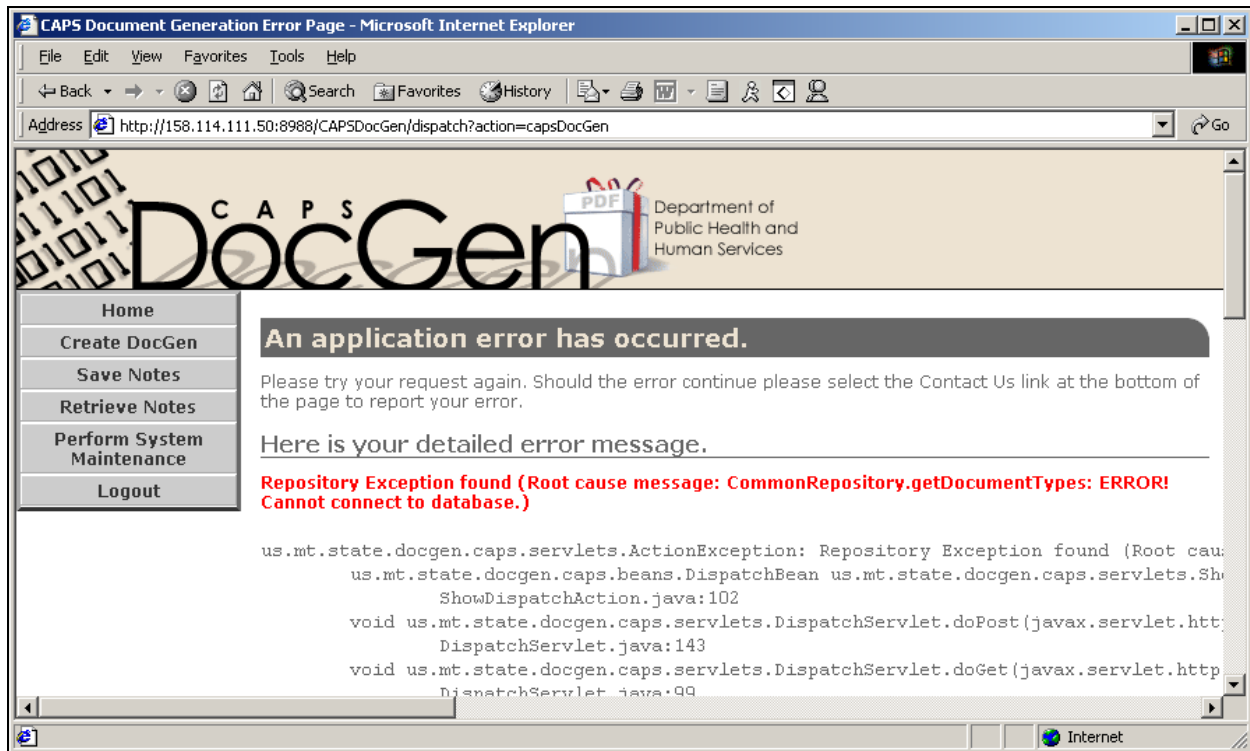
When the Oracle Server encounters an error you will get an error message that begins with "**Repository Exception**".

The most common reason you will get this error is when backups are running on the Oracle Server. Backups are scheduled to happen between midnight and 1:00 AM every Sunday.

If you receive any kind of Repository Exception during backup or maintenance hours, please wait and try again later.

If you receive a Repository Exception during the day or outside of the scheduled backup and maintenance times, please scroll to the bottom of the page and use the blue link that says "Click HERE to notify the CAPS Help Desk". This will create an e-mail similar to the one on page 11 of this document.

CAPS Staff will use data in that e-mail to identify the problem.

Key Value Not Numeric
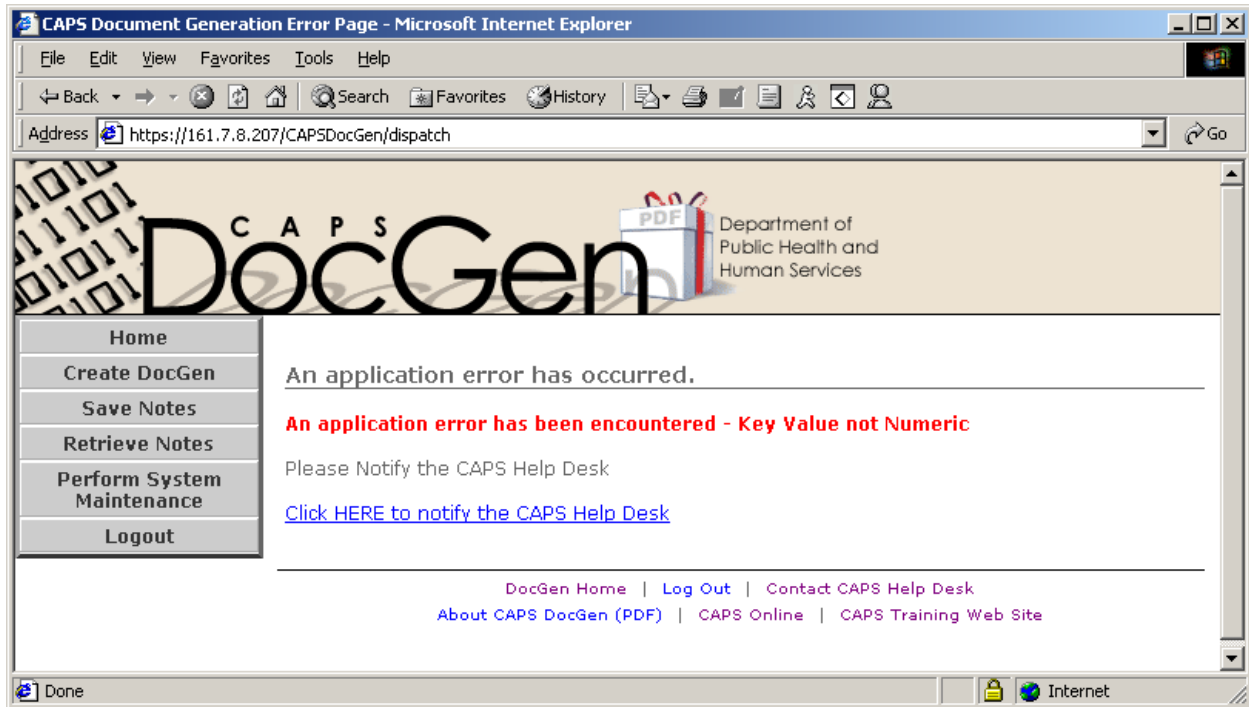
This error occurs when you enter letters in the ID field instead of a CAPS-ID or report number. This commonly happens when you have entered your user-id. (Cxxxxx)

You should click "Create DocGen", select the document you want and then double check the type of ID you are prompted for. If you still receive this message after entering the correct ID, please use the blue link that says "Click HERE to notify the CAPS Help Desk". This will create an e-mail similar to the one on page 11 of this document.

CAPS Staff will use data in that e-mail to identify the problem.

Notifying the CAPS Help Desk
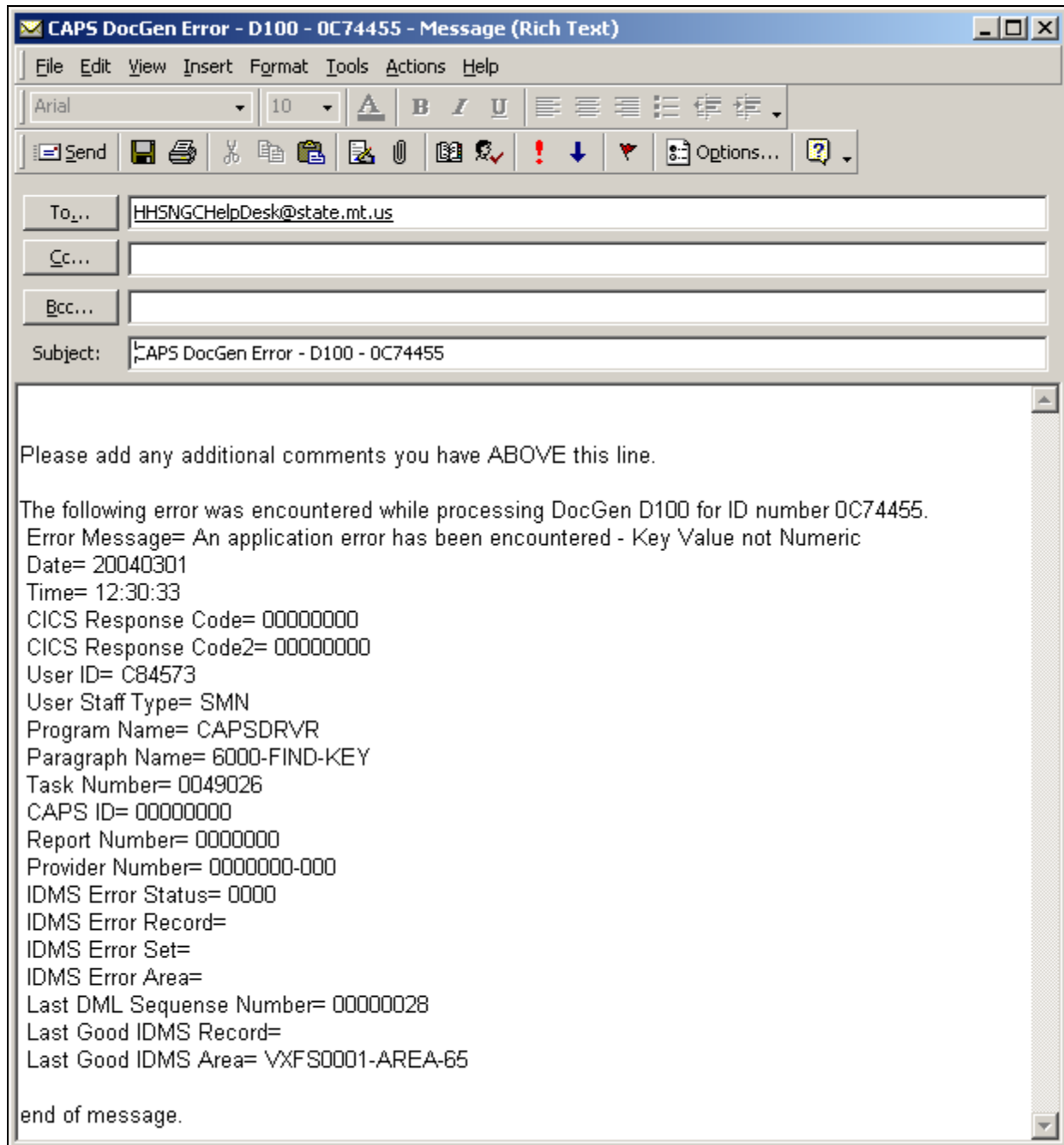
When you click the blue link that says "Click HERE to notify the CAPS Help Desk" your Outlook will be opened and an e-mail that looks something like the above will be displayed.

You can add any comments you like at the top of the message before you send it.

E-mail Not Setup Correctly

If you click the link to notify the CAPS Help Desk of an error and you are prompted to setup an e-mail account then you have an Internet Explorer setting that needs to be changed. Go to the Tools Menu, Internet Options, Programs Tab, Change e-mail to Microsoft Outlook, click OK.

After Hours and Weekends

Other than the scheduled downtime for maintenance activities, the CAPS and DocGen applications are expected to be available 24 hours a day, 7 days a week.

Live technical support is not available 24/7.

Any errors encountered outside of regular business days (i.e., evenings past 5:30 and weekends) should be sent to the CAPS Help Desk or the DPHHS Technology Services Center.

★ The CAPS Help Desk should be emailed using the "contact the CAPS Help Desk" link on the Logon page or the "Click HERE to notify the CAPS Help Desk" link that appears with most error messages. You may also leave a message at 444-4125 or 800-285-2361.

★ The DPHHS Technology Services can be contacted at 444-9500 or dphhstech@mt.gov.

Important Note: A response will not be received back from either Help Desk until the following business day.